



User Guide for Healthcare Organisations

Airmid app user guide - patients

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What is Airmid?

[Airmid](#) is a patient/service user app for smartphones (IOS and Android).

Airmid is a new way of communicating with service users and patients across BLMK.

It is a health app that brings you closer to health and care professionals and helps you manage your appointments and communications with services across BLMK.

The app enables you to:

- Input your own data which will feed into your medical record
- Link with health platforms such as Apple Health and Google Fit
- Record key numeric readings and information about your daily conditions
- Allow other users (delegated person eg family member or carer) to view and add data to your record
- Check your symptoms using the Health A-Z on the [NHS website](#)
- Gain better understanding of your lab results

Other key features include:

Appointment booking and management You

can:

- Quickly find and book appointments with services and clinics across the Trust
- View and manage your upcoming appointments and get reminders on your smartphone or tablet

Communications

Health and care professionals at the Trust can:

- Share tailored health surveys with you to complete
- Send you alerts to quickly provide you with important reminders or information
- Have direct message conversations with you

Family / carer access

If required, you can allow someone else to book appointments and view your record on your behalf. You can also be given access to do this for someone else. Your health and care professional can provide more information about this.

Downloading the Airmid App

- You can download the Airmid App via:



- Once you have downloaded the app press 'Continue with NHS login'



- If you have an NHS login please enter your username and password

Enter your NHS login details

Email address

Password

[Forgotten your password?](#)

[Feedback](#)

Continue

[Set up an NHS login](#)

- If you haven't got an NHS login please don't worry - setting one up is easy. Follow the simple steps on the Airmid login screen. You can also watch a video explaining the NHS login on [YouTube](#)

NHS NHS login

< Back to: Enter your email address

Set up a new NHS login

Select **Continue** to set up a new NHS login with email@email.com and register with Airmid.

▶ [Do you already have an NHS login?](#)

Continue

[Feedback](#)

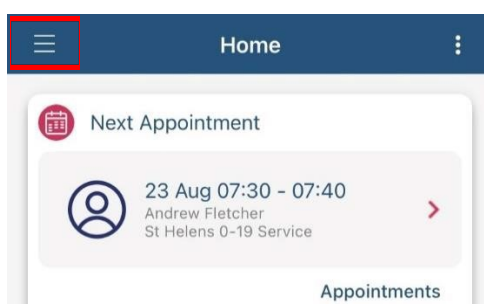
An NHS login can be used to access health websites and apps that have the NHS login button.

It is your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone without your permission, please change your password immediately.

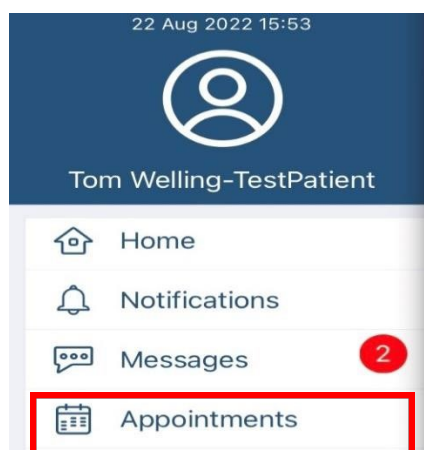
More information can be found on the [Airmid website](#).

cancelling an Appointment

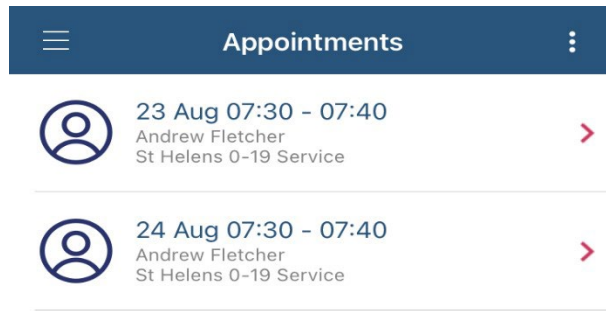
- From the home screen select the menu button on the top left



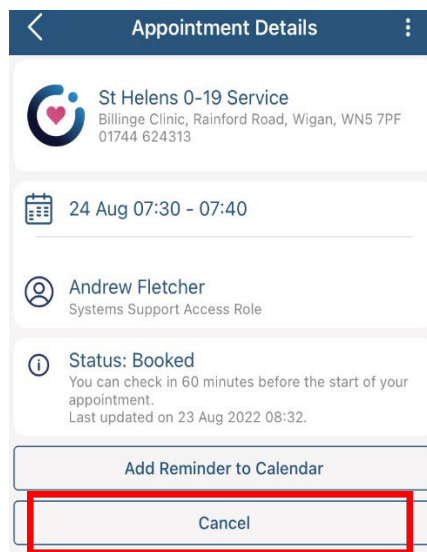
- This will show you a list of features within Airmid. Select 'appointments'



- Select the appointment you would like to cancel



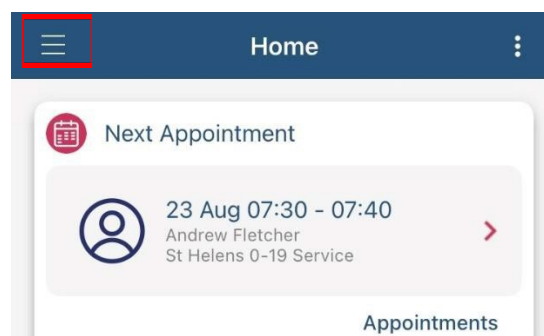
- Select 'cancel' at the bottom and confirm you want to cancel by selecting 'yes'



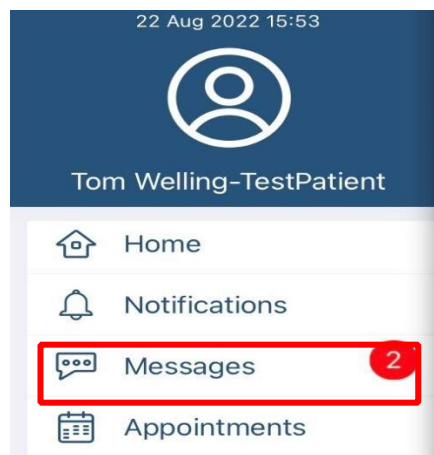
Sending Messages

You can send messages from the app to your health care provider or clinician.

- From the home screen select the menu button on the top left



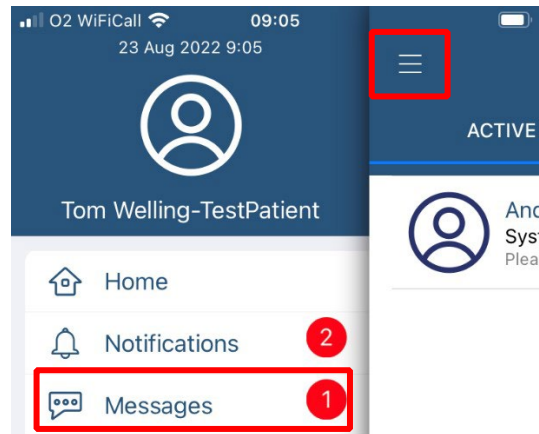
- This will show you a list of features. From the list select 'messages'



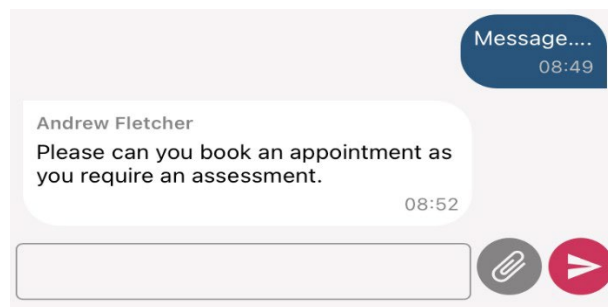
- Select 'new message'
- Type your message in the field at the bottom of the screen. Use the paperclip to attach any photographs. Once your message is complete press the red arrow



- If your health and care professional or clinician responds, you will receive a notification on your phone. It will also display the number of messages in the 'messages' menu



Once you have selected a message the reply will appear. You can respond and send by pressing the red arrow



- If you want to archive the message press the downward blue arrow at the top of the screen



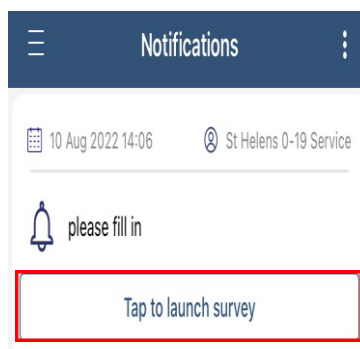
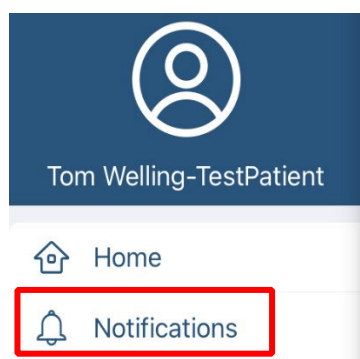
Receiving Notifications

You can receive notifications from your health and care professional or clinician. If you have enabled 'push notifications' these will appear whether you are logged in or out of the app.

If you have disabled push notifications you can still view your notifications when you are logged into the app. New notifications may include a short survey to complete or a new message to read.

Accessing your notifications

From the home screen select the 'notifications' menu button at the top

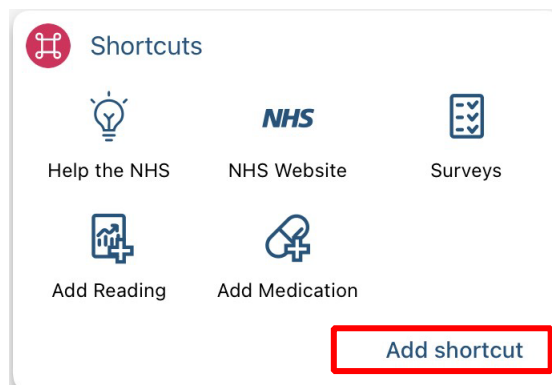


- Select 'Tap to launch survey'

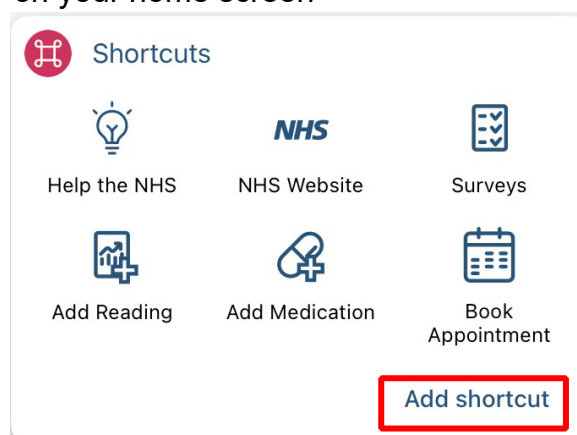
Configuring your home screen on the Airmid app

For ease of use you can add shortcuts onto your home screen rather than having to search through the main menu every time.

- To add a shortcut scroll to the bottom of the home page and select 'Add shortcut'



- Select the relevant shortcut from the list eg 'Book appointments'
- This will now appear on your home screen



Frequently Asked Questions (FAQs)

Patient/service user control

What is proxy access?

This is the ability to book appointments and send messages via the Airmid App on behalf of another patient/service user e.g. spouse/child who have given the relevant consent.

How does requesting proxy access work?

If you are registered for the app, you can give the proxy access to your app data. Once accepted, you can request to give proxy access to your health record held with WCHC.

Can proxies use NHS login to view patient's record?

Yes, proxies can log in using NHS login and view individual record by going to the Family screen.

Can patients view documents in Airmid?

Yes, if you have the correct record access level.

Can people use their SystemOnline login with Airmid?

Yes, existing SystemOnline users will be able to log in to Airmid. However, until WCHC enables Airmid, people will not be able to view their record within the app.

Do images sent from app form part of the patients EPR record (eg visible with other attachments)

Images sent through messages can be downloaded and then saved into the record. We are looking into improving this process.

Images uploaded as a document into the record will be visible in the record, and in the communications and letters node.

Is there a guide to help app users?

Users can access help files from the app. Also, information appears to help the users navigate when they visit screens for the first time.

Is Airmid accredited by NHS Digital?

WCHC is currently in the assurance process for NHS login. Airmid is available free to all SystemOne users / organisations and is therefore not offered separately on the GPITF framework. If you have further questions about this please contact your TPP Account Manager.

Can patients access 111 online from Airmid?

From Airmid's home screen, patients can access NHS Choices, from which they can access information about health and medication, as well as 111 online.